



Key Offering

**combining**  
experience and agility  
to improve your performance

**ATOS Oracle Offerings**



# Agenda

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Atos Oracle Capabilities

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Atos Oracle Key Offerings

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Project Approach & Methodology

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Service Delivery & Engagement Models

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# Atos and Oracle

## A Strategic Partnership

- ▶ Oracle is one of 8 Atos Global Strategic Partners.
- ▶ Atos is an Oracle Worldwide Platinum Partner and EMEA Strategic SI Partner.
- ▶ Atos has Global Oracle capabilities with Practices in the Americas, Europe and Asia Pacific:
  - Strong base of country SI Oracle practices with applications capabilities in Europe;
  - Strong Oracle database and middleware business across all countries.
- ▶ Atos World line is an Oracle ISV and has a Global Oracle Proprietary Hosting contract.
- ▶ The Atos World Grid Atos Smart Grid Suite (ASGS) is built on Oracle database and middleware technologies.

A member of the Oracle Partner Network since 1996, we have a proud history of working closely with Oracle to deliver risk free and robust solutions in Applications and Technology



# Agenda

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Atos Oracle Capabilities

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**Atos Oracle Key Offerings & Solutions**

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Project Approach & Methodology

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Service Delivery & Engagement Models

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Our Value Proposition

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# Oracle Key Offerings eBuisness Suite

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Implementation - Green Field  
Brown Field  
Re-Implementation



Rollouts ,Upgrades & System Integration



Implementation Support Services



Development , Enhancements and Customization



# Oracle eBusiness Suite – Services

## What We Offer...

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### Implementation

- Oracle eBusiness Installation
- Gap Analysis & Work Around Solutions
- Implementation and Setup solution
- Re-Implementation
- Integration Solutions
- Performance Testing
- Implementation Audit
- Enduser Training.

### Upgrade & Integration

- R12 Upgrade
- Provide Upgrade path to FUSION
- Interfaces with third party applications
- Implementation of additional modules
- Roll-outs

### Implementation Support Services

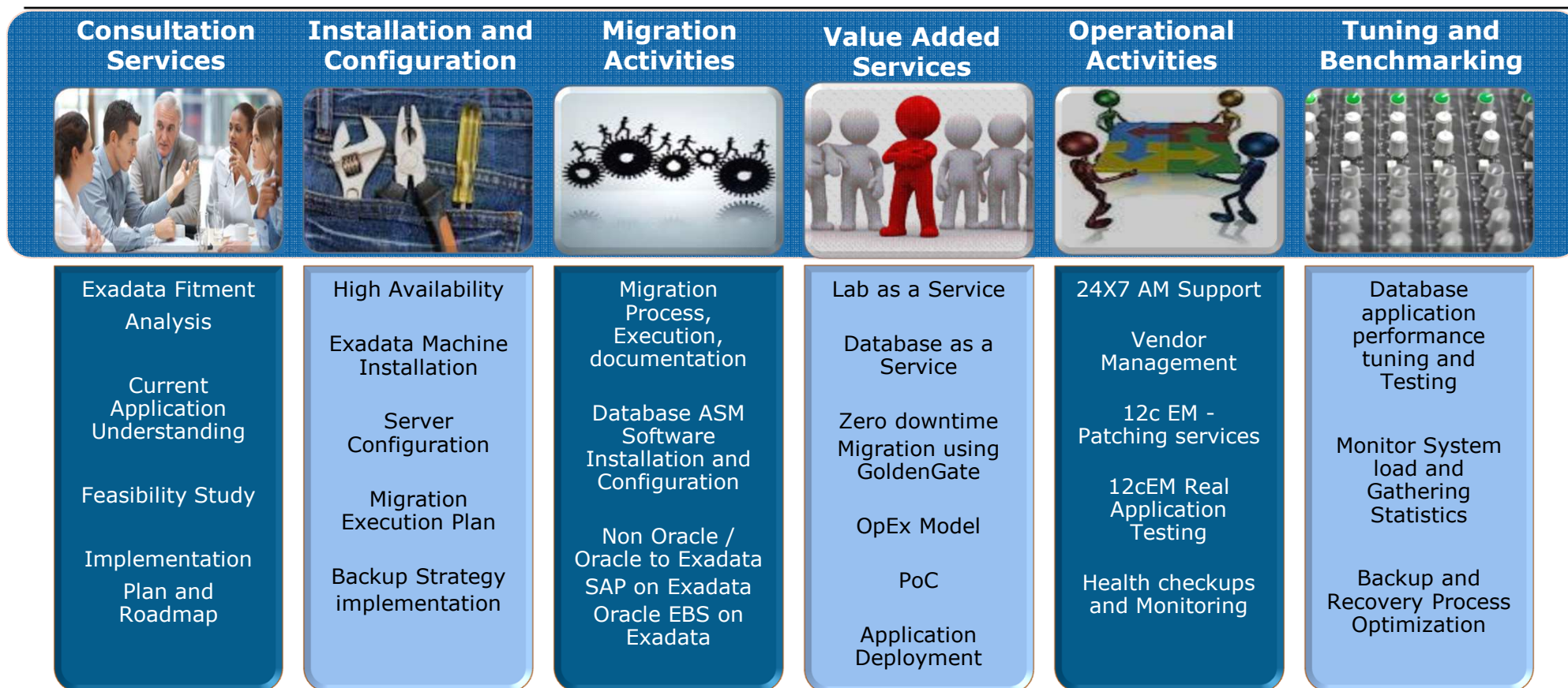
- Product Support Services
- Application Testing Services
- Test Automation
- Business Transformation
- Business Re-Engineering

### Development & Customization

- Bolt-On Application Development Services
- Subset functionality specific to business requirements
- Development of Reports and Forms
- Implementation R12 New functionality and Features.
- Identify & Building customization based on business need

# Oracle Exadata Offerings

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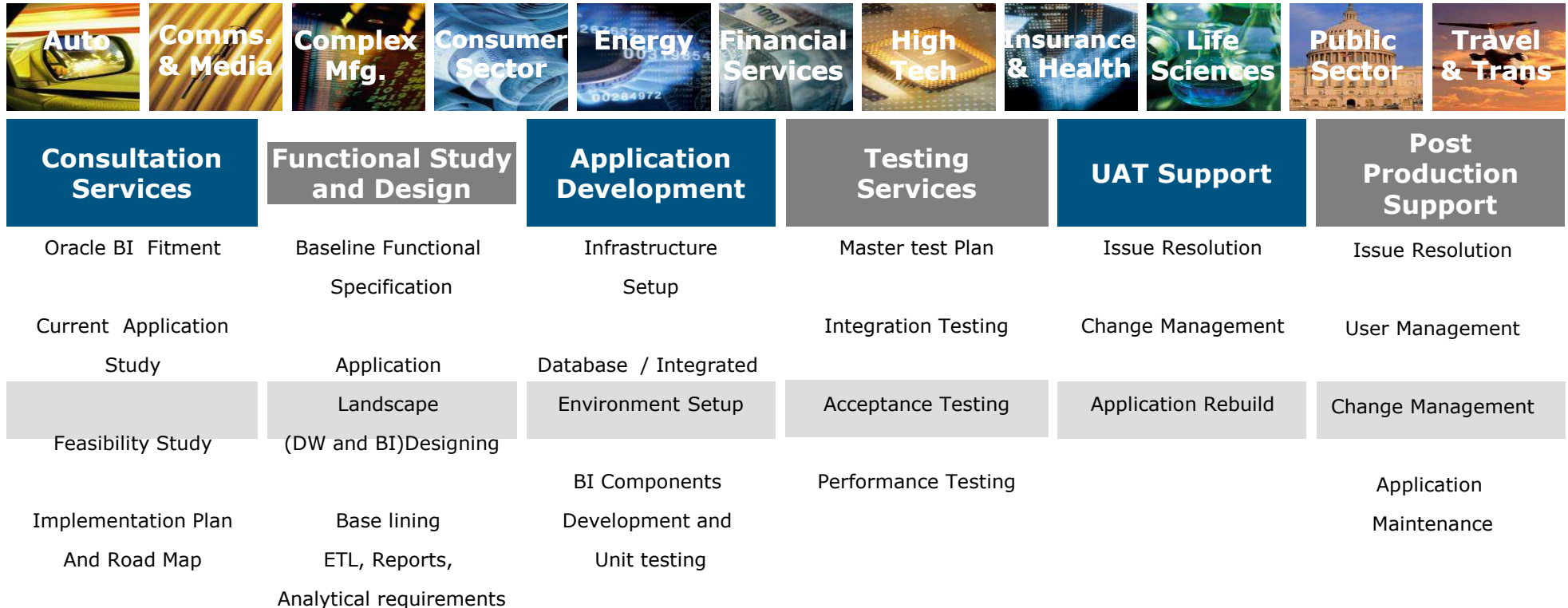
## AtoS Competency Team





# Atos Oracle – BI offerings

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Prebuilt adapters:

**SIEBEL**

**ORACLE**

**SAP**

PeopleSoft.

**Other Operational & Analytic Sources**

Business Analysts

BI Consultants

PM Academy

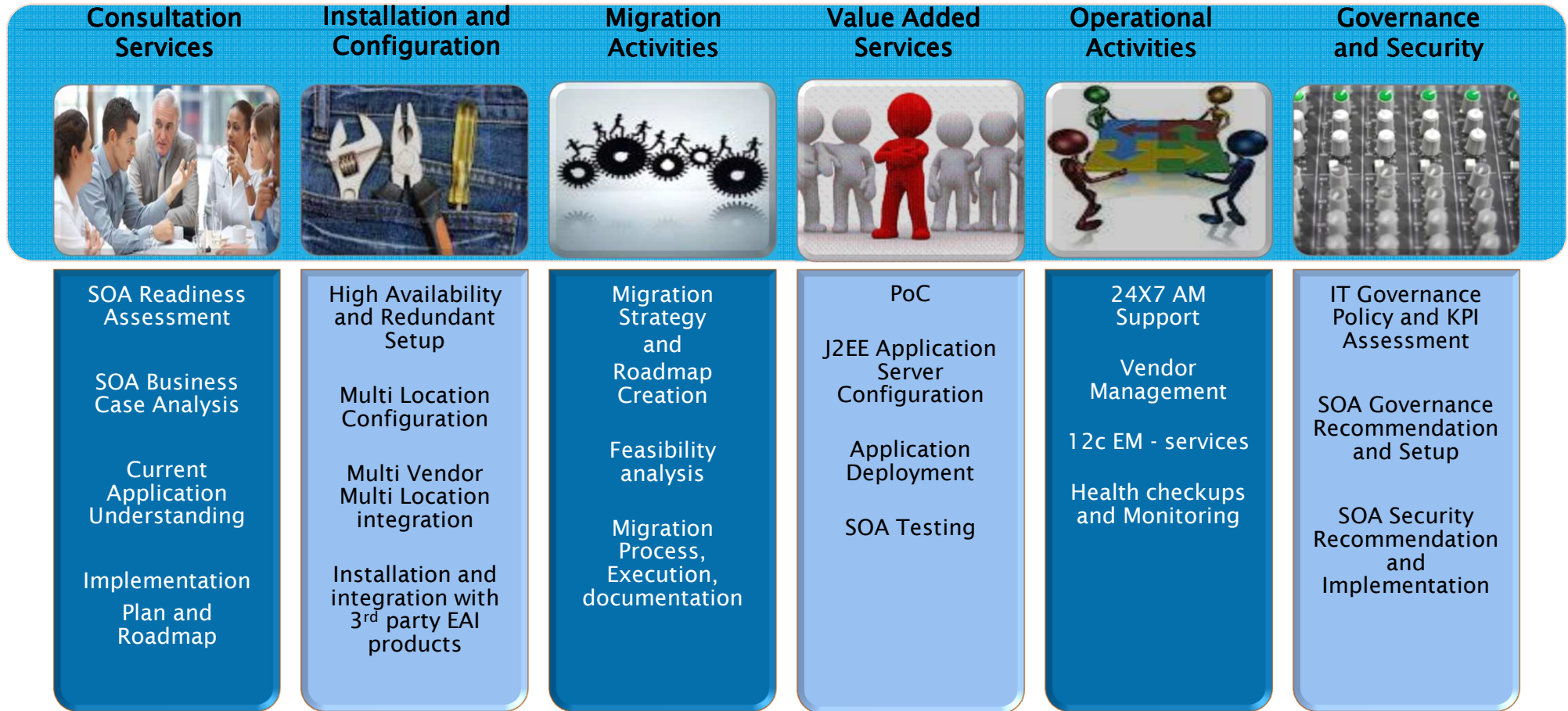
Test Factory

SSC Tooling / Process

# Oracle Service-Oriented Architecture

## Simplifying Cloud, Mobile, and On-premise Integration

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### AtoS Competency Team



# Atos Oracle Fusion Middleware Supported Products

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Oracle SOA Suite	Oracle BPM	Oracle Service Bus	Oracle Weblogic Server
Oracle Application Server	WebCentre Suite	Oracle ADF	Oracle APACHE
Oracle APEX	Oracle Tuxedo	JAX-WS Web Service	Jdeveloper
XML Publisher	Oracle MDM	Oracle UCM	Oracle Grid Control

# AtoS India – Siebel Capabilities Overview

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## Service Offerings

- Siebel Project Planning / Roadmap
- Application Design / Solution Demonstration
- Siebel Configuration / Development/ Upgrade
- Siebel Testing (System, Integration, UAT & Performance Testing)
- Siebel Deployment Services
- Program & Project Management for Large Siebel Projects
- Post-Production Siebel Operations & enhancements support
- **Siebel Areas:** Sales Force Automation, Call Center, Service & Marketing and **CX** set of applications.

## Resources

- Strong mix of Siebel business, product, integration & project management experts.
- Our Business & Technical Siebel experts are all have exposure to previous and latest Siebel versions.
- Each Siebel resource has many years of experience across various types of Siebel projects and Industries.
- Siebel practice in India has a team of **70** resources with multi skill set within Siebel.
- Siebel practice has good relationship with Oracle.

## Key Differentiators

- We work very closely with Oracle both in Applications and Technology and often work together in combined teams on client engagements to de risk projects and ensure knowledge transfer.
- Established partnerships with Third Party companies.

## Industries & Clients

- Telecommunications & Media
- Financial Services
- Public Health & Transport
- Energy & Utilities
- Consumer, Manufacturing & Retail



# AtoS

## CX Capabilities Overview

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### Service Offerings

- **Oracle CX strategy:** Working with you to identify the correct portfolio of applications to meet your organisational needs
- **Oracle CX health check and optimisation:** In many circumstances the existing applications infrastructure can be tuned to respond to the new CX challenge from your customers
- **Oracle CX enhancement and upgrade:** Extension into new applications alongside existing software or upgrading to the latest version can help to bring more focus and fill gaps in your CX strategy
- **Oracle CX implementation and transformation:** the full scale implementation of the selected portfolio of CX applications to really transform the positioning of your customer

### Target Industries

- Telecommunications & Media
- Financial Services
- Public Health & Transport
- Energy & Utilities
- Consumer, Manufacturing & Retail

### Clients

- The Gambling Commission
- CIMA
- Landesbank Berlin
- Achmea
- Red Spotted Hanky
- Atos (Global Marketing)
- Delphi

# Agenda

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Atos Oracle Capabilities

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Atos Oracle Key Offerings & Solutions

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**Project Approach & Methodology**

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**Service Delivery & Engagement Models**

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Our Value Proposition

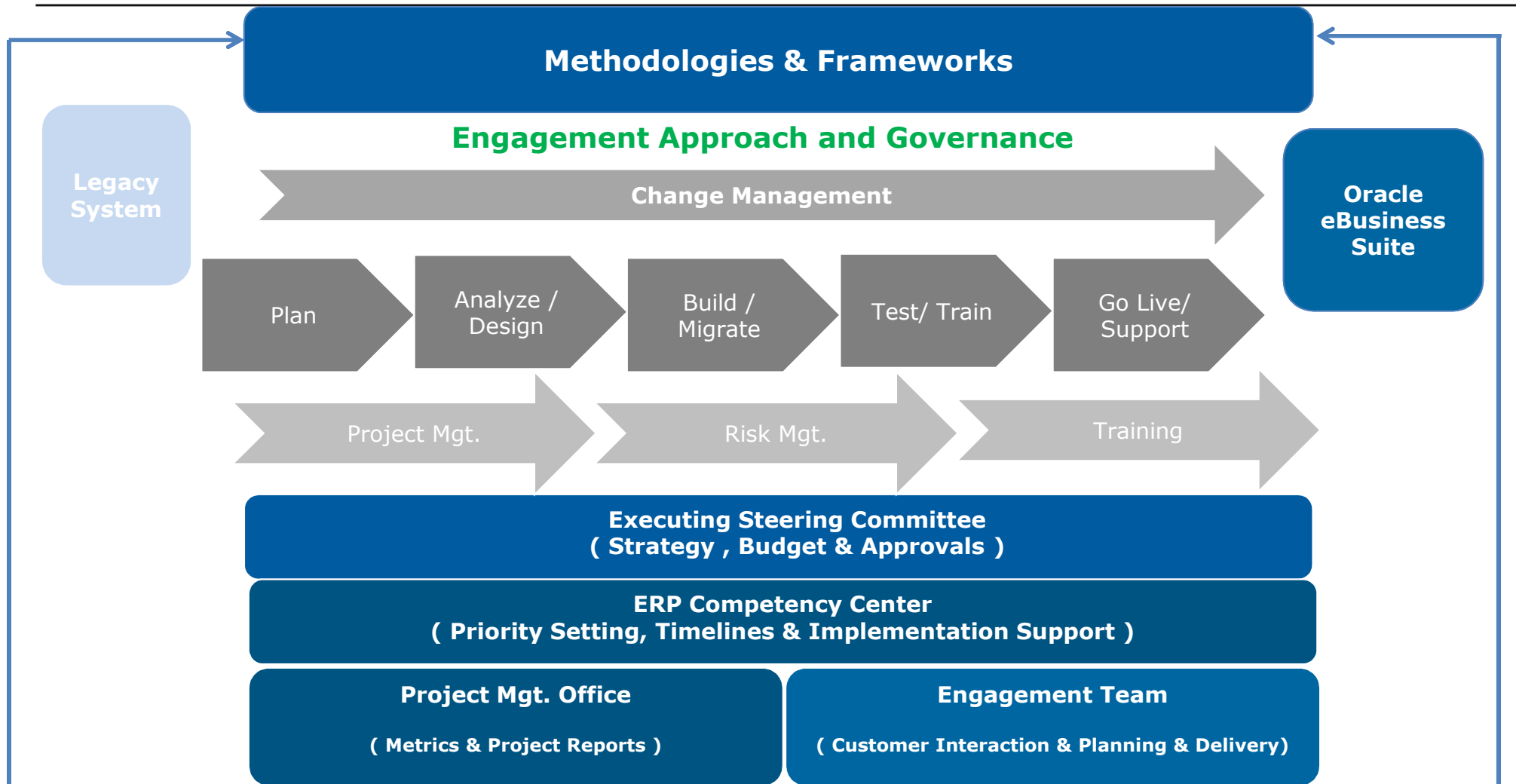
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References

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# Oracle eBusiness Engagement Model

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# Project Methodology & Approach

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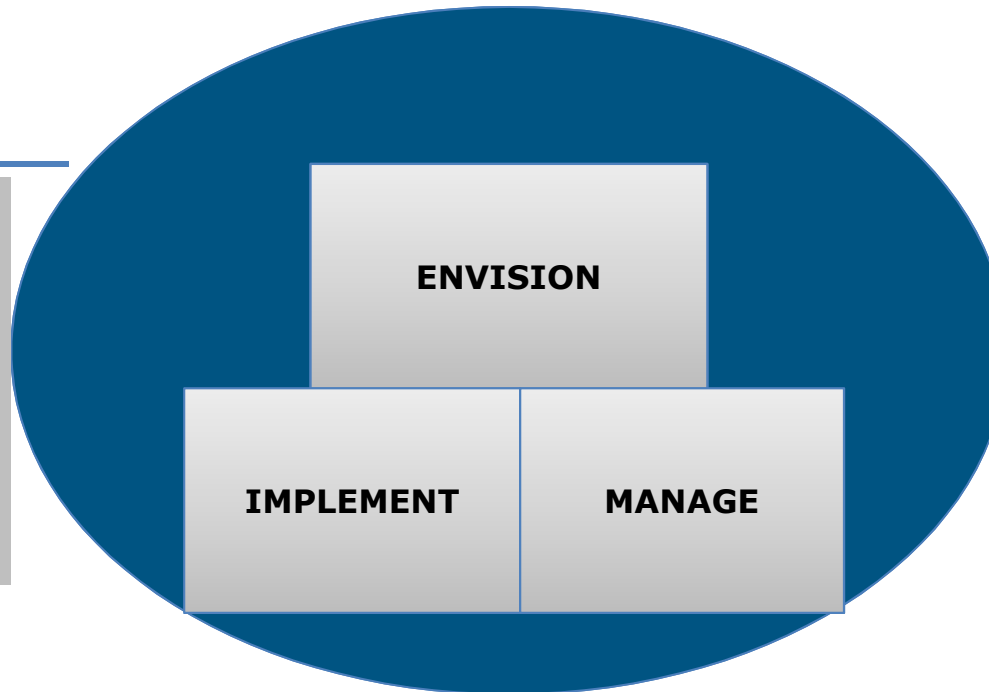
## ATOS Suggests Oracle Unified Methodology - OUM



### OUM Focus Areas

#### ENVISION

- ✓ Enterprise Business Analysis
- ✓ Enterprise Architecture
- ✓ IT Portfolio Management
- ✓ Governance



#### IMPLEMENT

- ✓ Software Engineering
- ✓ Software Implementation

#### MANAGE

- ✓ Project & Program Management
- ✓ Aligned with PMI

Encompass Oracle traditional Application Implementation Methodology (AIM)

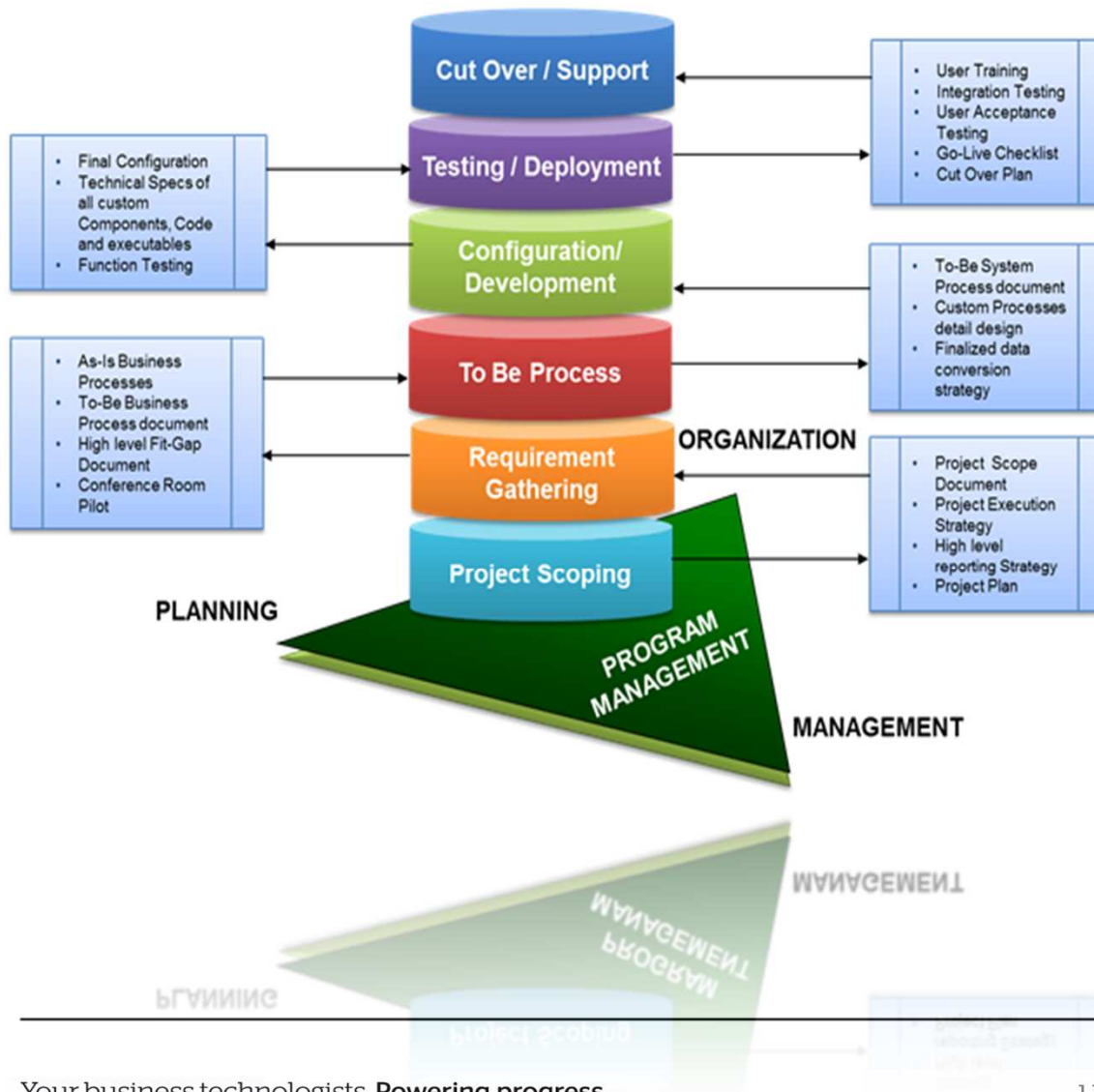
Supports Application Implementation projects, Software Upgrade projects, Business Intelligence and Enterprise Upgrade projects, Business Intelligence and Enterprise Oriented Architecture (SOA), Enterprise Integration, and Custom Software.

Comes with ready-made templates, guidelines, and scalable work breakdown structure.



# OUM Implementation Phases & Activities

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## Project Scoping –

defines the project with respect to its scope, requirements, and resources

## Requirement Gathering –

“As-Is” processes are defined in this phase using the Core Business Processes. A high level gap analysis is carried out

## To-be Process Design –

To-Be” Process Design of the proposed solution, Data Migration Design, Configuring the proto-type followed by conference room pilot session

## Configuration & Development–

The activities during this phase are directed towards designing and building technical components and final configuration

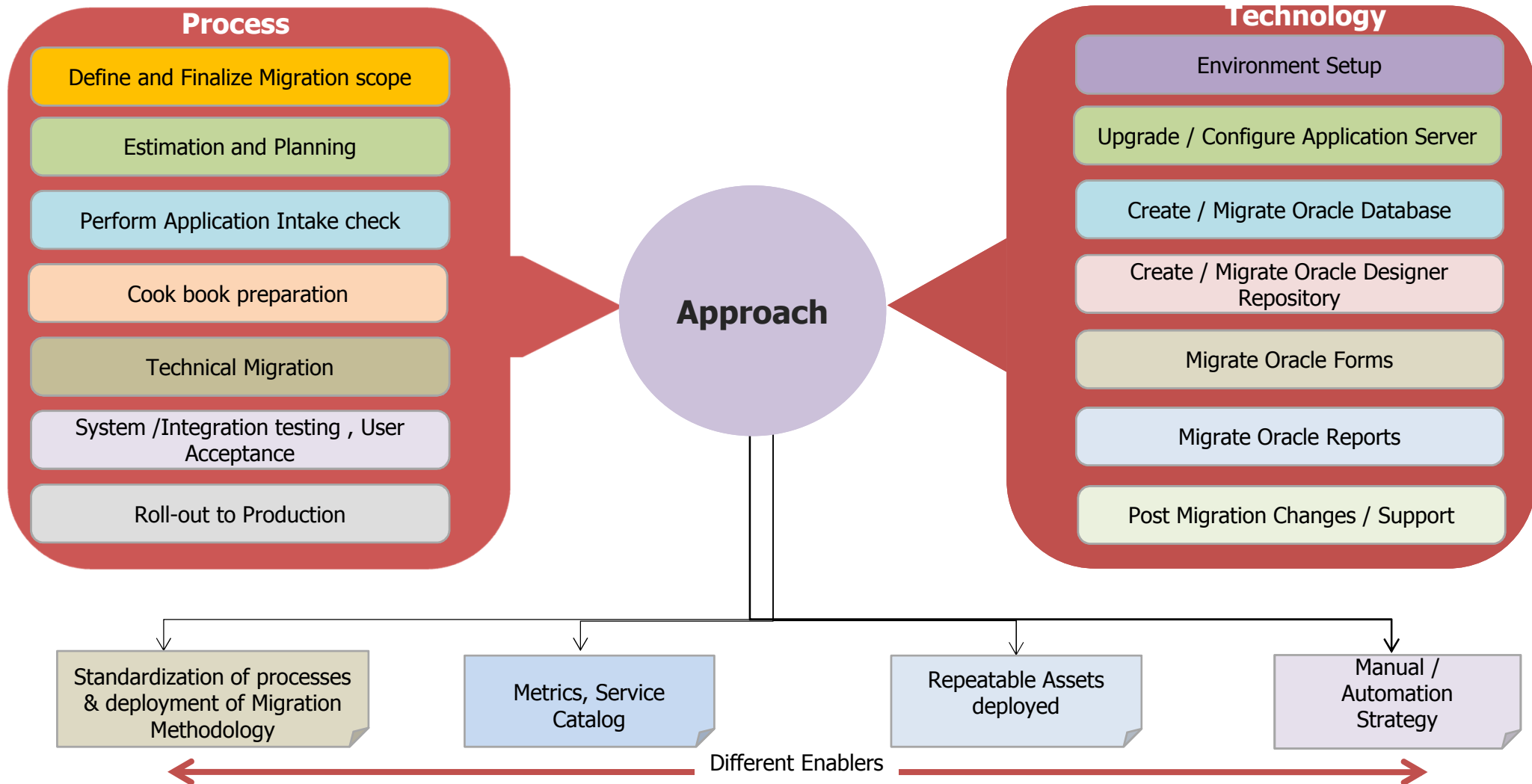
## Testing & Deployment –

This Phase involves efforts towards trainer training, testing of the solution till approval for go-live

## Cut-over & Support –

ensure a smooth transition from the existing legacy system(s) to the new system (installed package); and to establish a procedure for issue resolution

# Our Migration Approach

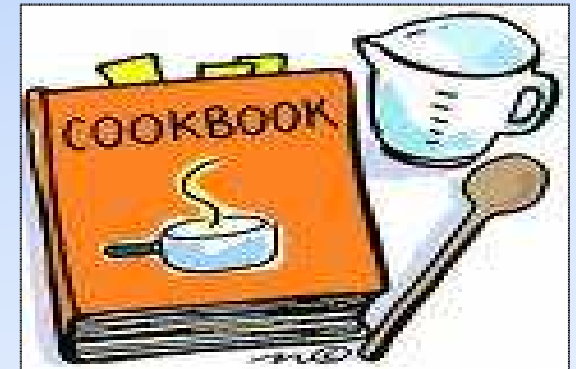


# Proven Solution

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## Cook Book Preparation and Execution

- 1) Way of Working
- 2) Technical Migration Execution Process
- 3) Handling Obsolete features and work around
- 4) Do's and Don'ts
- 5) Testing Process
- 6) Deliverables v/s Responsibilities

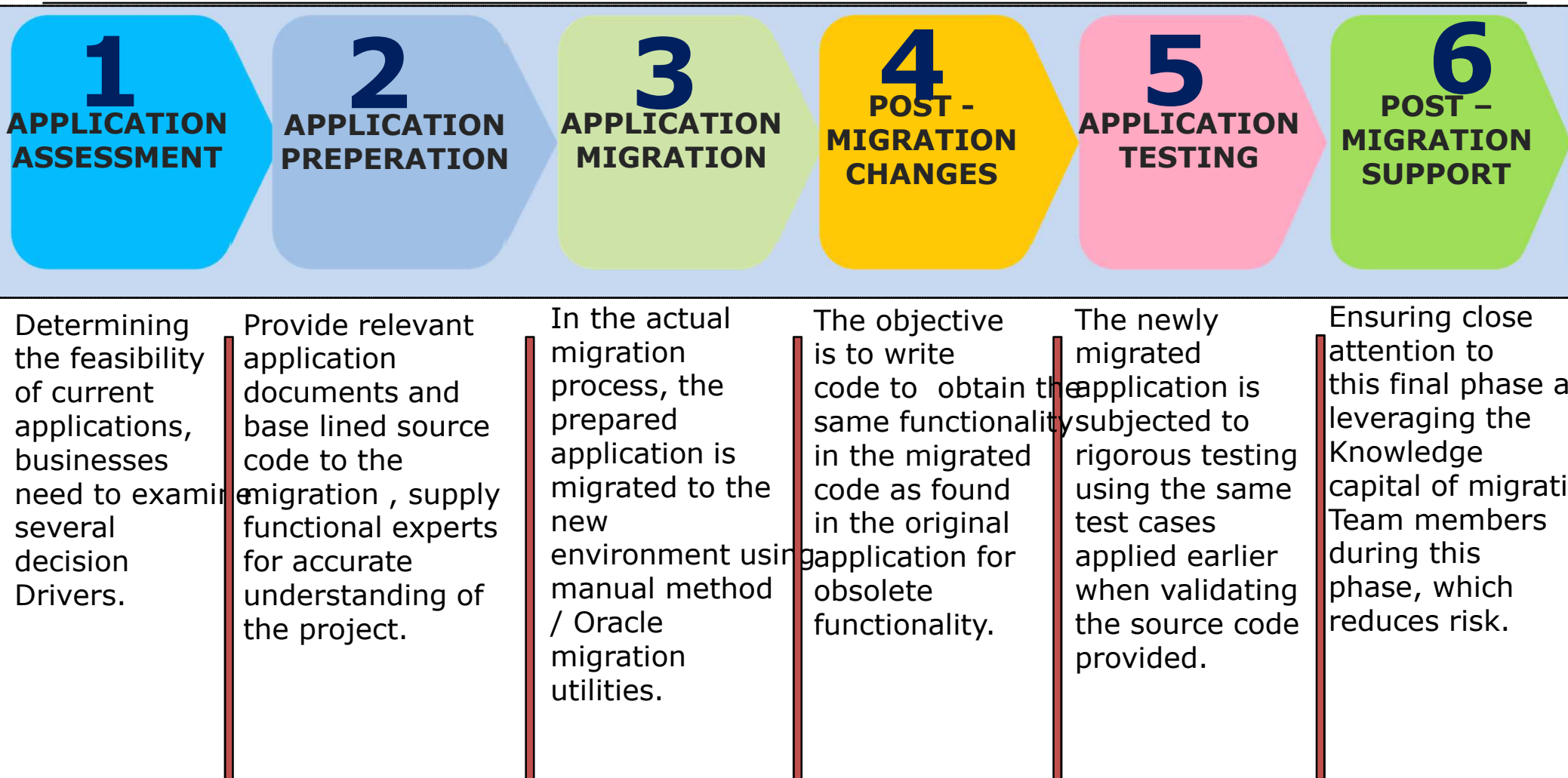


## Proven Estimation Model

- 1) Guidelines for Assumption of Criticality of forms / Reports.
- 2) Used and updated with our 8 Oracle Migration project experience.
- 3) Customers



# The Six Step Migration Process



# Key Resource & Architects Available for optimized solution

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Role	Photo	Experience	Specialization
Mick Armitage Head Of Global Solutions Oracle		Mick is Global Head of Atos Origin's Oracle Solutions practice. He has played an active role leading large-scale Oracle implementation and business change programmes into the public and private sector with experience of all functional areas including finance, HR, supply chain and CRM. He has a broad understanding of Oracle's portfolio and a good network of relationships across the Oracle industry – both within Oracle Corporation and also in the wider community of Oracle professionals.	Solution sales, programme management. Oracle e-Business Suite, Finance, Supply Chain, CRM, Human Resource Management, Business Intelligence
Dhaval Shah Head – Oracle Practice (IMEA)		As Head of the IMEA Atos Oracle Practice Dhaval has an Experience of getting business in Oracle technology and he has good exposure to the various technologies of the Oracle. He has worked in IT for over 20 years with total exposure to various Oracle technologies for the entire 20 years. He has created the COE for Exadata at ATOS in India and created the complete Delivery pool for it. He has worked 11 Years in UAE has a good market intelligence about the ME and Africa.	Oracle Certified Professional (OCP) Solution Design, Global Management Oracle / Siebel / EBS / SOA technical Design and implementation. Practice Building. Alliance with Partner and OEM Vendor.
Sunita Bhaskaran Head of Oracle GDC India		Sunita leads the Oracle GDC team based in India. She has over 15 years experience working with Oracle applications and technology. She has worked onshore and offshore leading the delivery of all aspects of Oracle applications integration.	Oracle / Siebel / e-Business Suite, OBIEE, Hyperion, / SOA technical Design and implementation.
Subramaniyam Sr.Architech – Oracle EBS Lead Oracle EBS Practice for IMEA, US and Canada		Over all 16.5 yrs of work experience out of which 11.5 yrs of exposure in Oracle e-Business Suite. His Primary area of expertise is Process & Domain Consulting, Delivery & Project Management of Implementation, Business Transformation, Business Re-Engineering, Functional & Business Analysis, Solution design, Risk Mgt., Pre-Sales, Oracle Competency, Transition and AMS Engagement. Experience of many industries - FSI, Retail, Energy & Utility, Consulting & R&D. He has repeatedly distinguished himself by managing and implementing complex, multi-national, multi-million dollar projects.	Project & Delivery Management Solution Design Team Management Global Rollouts & Shared Services Custom Developments Oracle EBS Financials Solutions Oracle Procurement Solutions Oracle Fusion Financials – FAH & GL

# Key Resource & Architects Available for optimized solution

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Role	Photo	Experience	Specialization
Vikash Kumar Oracle Technical Architect		Vikash has 14 years of experience in Oracle Technology with experience in design, development and architect on building and delivering products for start-up ventures as well as established multinational companies. He has lead development projects, Oracle Exadata, Oracle modernization, database consolidation and harmonization, Data Warehousing and Business Intelligence projects in India, China, US, UK and Netherlands. Played key roles across spectrum from being a Technical Project Manager, Transition management, estimation catalogues for Oracle development and DWH Projects (UoW and FP based), Oracle Community – Zero Email Initiative, Lean implementation in Oracle PL, PCMM5 ATM and core team member and CMMI Initiatives.	Design and Development, Project and Delivery Management, Transition Management, Technical solution for RFP, RFI (1Z0-536) – Oracle Exadata 11g Certified Implementation Specialist (1Z0-515) – Oracle Data warehouse 11g Certified Implementation Specialist Prince 2 Certified [Foundation, Practitioner] Oracle Presales certification for Exadata, Golden gate, DWH.
Sreedhar Varanasi CRM   CX Architect		Sreedhar has 16 years of IT experience which includes 12 years CRM Solution and Design. Sreedhar played various roles globally in delivering cutting edge solutions in multiple domains across all geographies. As a CRM practice lead-One of his latest stints-He was instrumental in building high performance teams aimed at effective pre-sales, delivery and account management. His leadership ensured the achievement of several milestones setting bench mark and best practices within the organization. He delivered CRM solutions for various client across Manufacturing, Finance, Hi-tech, Pharma and CG domains. He is Certified in Oracle sales & presales	Practice Leadership Solution Design Project Management Delivery Excellence Account Management People Management Initiatives CRM, CX Domain expert Siebel, Oracle CX, Salesforce, Cegedim,
Saptarshi Sadhukhan SOA Architect		Saptarshi has been working with various SOA and Oracle products for 7 years. His primary area of expertise are SOA Solution Designing, Enterprise Architecture Consulting, Pre-Sales, SOA and IT Governance, Dipstick Analysis, Process Consulting, Business Intelligence, MDM and BigData. He has worked with multiple products including Fusion Middleware, Tibco, IBM Datapower, eBusiness Suite, OBIEE, Business Objects, MDM etc across various domains. He has been involved in multiple assignments to provide consulting as well as design and deliver solutions based on Oracle technologies.	Practice Leadership Solution Design Oracle Fusion Middleware Enterprise Architecture Oracle BI Oracle eBusiness Suite Big Data

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ERP Need - Trends & Challenges

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Atos Oracle Capabilities

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Atos Oracle Key Offerings

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Oracle Application / Technology Overview

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Implementation Approach & Methodology

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Service Delivery & Engagement Models

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**Oracle References**

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# Carphone Warehouse Group Plc.

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## Oracle E-Business suit Upgrade (Feb 2013 – Nov 2013)



Carphone Warehouse is the largest independent telecommunications retailer in Europe, with over 2,000 stores across Europe and presence in 7 countries.

Carphone Warehouse is listed on the [London Stock Exchange](#) and is a constituent of the [FTSE 250 Index](#).

### Customer challenge

- ▶ Current 11i version is about de support from Oracle
- ▶ Performance Issue on 11i environment
- ▶ Some of 11i customization, for which R12 had standard functionality.
- ▶ Opportunity to review and update Customizations documentations
- ▶ A step toward going for Open Source Oracle Fusion for integrations all systems with e business suit.

### Atos solution

- ▶ Atos was the prime vendor for upgrade activity.
- ▶ Cost Effective Onsite - offshore module was used.
- ▶ Standard Featured used to replace the customizations.
- ▶ Customizations documents updated with R12 changes and test cases.

### Business Value Delivered

- ▶ Improved Performance
- ▶ Efficiency increased with R12 standard features.
- ▶ A major achievement toward Oracle fusion middle ware.
- ▶ Fewer Customizations .
- ▶ R12 XML Reporting tools , well received by finance users





Galliford Try has evolved through the decades to become one of the UK's leading house building and construction groups, with revenues of £1.5 billion. Their spread of work for both public and private sector clients is well balanced and they are renowned for our ability to provide whole-life solutions.

### Customer Challenges

- GT requires a mechanism which support the sub contractors payments, application and pay certificates.
- AFP Lines, Vat Calculation & AFP Payment slips

### Solution Design

- OAF Pages for Application for Payment to achieve Required functionality
- Retention Release Calculation ,CIS & CITB
- Creation of custom Workflow to Approve or reject Application for Payment. Workflow will uses the hierarchy created in project – Key Members window.

### Business Value Delivered

- ▶ Productivity Improvement
- ▶ Defined, Managed and continuously improving Processes
- ▶ Highly experienced Multi-dimensional workforce
- ▶ Streamlined development and deployment processes

# FT-Hermann: Newco TP

## Oracle Development & Production Support

Poland



**Telekomunikacja Polska S.A.** (in English - Polish Telecom; also known as TPSA or just TP) is a Polish national telecommunications provider established in December 1991

**Telekomunikacja Polska S.A** is:

1. 20 year old Firm
2. is a Polish national telecommunications provider
3. 40000(Approx) Employees
4. Revenue Euro 3.75 billion (2010)[1]
5. Net income Euro 0.03 billion (2010)[1]

### Customer challenge

- ▶ Many Applications and Technologies
- ▶ Many interfaces with third party systems
- ▶ Fixed assets is very complicated

### AtoS solution

- ▶ AtoS is the only contractor for ERP(Oracle application)support
- ▶ Services delivered through service centers with CMMi 3
- ▶ Fixed-Pricing of contracts and deliveries, SLA agreements
- ▶ Year-on-Year Productivity improvement program, UoW
- ▶ Monthly performance measurement (SLA's)

### Business Value Delivered

- ▶ Streamlined development and deployment processes
- ▶ Decreased turn around time of development
- ▶ Servicing this client more than 3 years and the contract is extended for the excellent service provided
- ▶ Long term contract(Contract renewed for 7 years will end in 2019)
- ▶ Productivity Improvement
- ▶ Defined, Managed and continuously improving Processes
- ▶ Highly experienced Multi-dimensional workforce

# Robi Axiata Limited.

## Exadata/Oracle e-Business Suite



Service Line: *MS*

Market or submarket: Exadata, Oracle E-business Suite

Portfolio assignment: MS

### Key Project Information:

Project/customer: Existing

GBU – Lead country(s): *India*

Contract start date: *17.07.2013*

Contract end date or duration: *20.09.2013*

Atos contact-responsible AM/PM: Aditi

Gangal, Dhaval Shah, Mrugali Bhate, Shirish Chavan

Robi Axiata Limited is a joint venture between Axiata Group Berhad, Malaysia and NTT DOCOMO INC, Japan. Robi Axiata, formerly known as Telekom Malaysia International (Bangladesh), commenced operations in Bangladesh in 1997 with the brand name AKTEL. On 28th March 2010, the service name was rebranded as 'Robi' and the company came to be known as Robi Axiata Limited well as residential premises.

### Business challenges

- ▶ Implementing Oracle E-business Suite R12 (12.1.1) on Exadata x2-2 (1/2 Rack) with Linux 5.8 (Modules: GL and OIC) for PRD and QA Environments
- ▶ Interoperability between windows App tier & Linux DB tier on Exadata
- ▶ QA & PRD Application tier Migration from physical windows to Vmware windows machines.
- ▶ Migration of eBusiness Suite Database from Windows (32-Bit) to Oracle Linux (64-Bit) on exadata 1/2 rack.

### Solutions

- ▶ Configuring the Engineered Exadata 1/2 Rack for use with EBS R12 & upgraded 11.2.0.3 Database.
- ▶ Migration of EBS R12 Application tier from physical to virtual machines
- ▶ Data Migration from 32 bit windows source system to 64 bit Linux target exadata servers.
- ▶ migrating single instance DB to ASM, and RAC on 4 exadata nodes.

### Benefits

- ▶ All benefits of Engineered Exadata system (10X Performance Gain, Smart scan, smart Flash, Storage index) would be leveraged to EBS R12
- ▶ Cost effective horizontal scaling to achieve performance SLA's
- ▶ Lower cost of ownership, High productivity gains.
- ▶ improved operational efficiency with high fault tolerance
- ▶ Consolidation of existing application databases such as Siebel, EBS to single exadata box

# European Union

## Data warehouse and BI



The European Commission (EC) created the "Market Observatory" body to get a better insight into European and international energy markets. The analysis it provides supports EU policymaking on energy. The observatory uses the Energy Market Observation System (EMOS) which hosts and analyses data relevant to the energy markets. In addition, various energy statistics covering economic and environmental data, energy production, consumption, taxation and prices in the EU and abroad are produced

### Business challenges

- ▶ Implementing Oracle 10g on Solaris, Business Objects 3.1 xi r3, BODI 11.7 for PRD and QA Environments
- ▶ Data Extraction from diverse source applications / databases (e.g. IHS, IEA, PLATTS, ENTSOG).
- ▶ Analyzing and implementation of complex information and statistics

requirements and aggregation in relevant analysis environments);

### Atos Solution

- ▶ Created Data warehouse, datamarts for EMOS and Subsystems.
- ▶ ETL and Report development using Business Objects 3.1 xi r3, BODI 11.7
- ▶ Collected and processed energy market statistical data directly from the EC member states through a specialized web interface

### Business Value Delivered

- ▶ All benefits of DWH on Oracle 10g was leveraged to Reports and Dashboard performance
- ▶ Data Quality issues were resolved and standardized
- ▶ improved operational efficiency.

# Delhi and Hyderabad Airport

## Data warehouse and BI

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DIAL and HIAL is a joint venture consortium of GMR Group (54%), Airports Authority of India (26%), and Fraport AG & Eraman Malaysia (10% each). GMR is the lead member of the consortium, Fraport AG is the airport operator and Eraman Malaysia is the retail advisor.

DIAL has won the 2nd Best Airport award in the 25-40 million passengers per annum category in the Airport Service Quality Awards ceremony by the Airports Council International, 2012; the SKYTRAX award for the World's Most Improved Airport-2012; and the No.1 Airport in India Award for Operation, Management & Development of the new integrated passenger terminal building T3 at the Infrastructure Excellence Awards 2012.

### Business challenges

- ▶ Implementing Oracle 11g on Linux, Database consolidation.
- ▶ Analyzing and implementation of complex information and statistics

### Atos Solution

- ▶ implementation of BI Reports using Cognos BI toolset.
  - Installation of Cognos8.2 server and Cognos8.2 modeler on windows environment.
  - Data Modeling for Report Development.
  - Authored BI Reports for DIAL and HIAL in cognos8.2 Report Studio.
- ▶ Performance Tuning of the Reports

### Business Value Delivered

- ▶ All benefits of DWH on Oracle 11g was leveraged to Reports and Dashboard performance
- ▶ Data Quality issues were resolved and standardized
- ▶ improved operational efficiency.

# Vodacom SA

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## Siebel Development & AM Support (Sep'2010 – Till Date)



Vodacom is a pan-African mobile telecom company. It was the 1st cellular network in SA. It provides GSM service to more than 35 million customers in South Africa, Tanzania, Lesotho and the Democratic Republic of the Congo.

One of the largest Telecom Operator in South Africa

1st provider to deploy 3G in SA.

### Customer challenge

- ▶ Many Applications and Technologies
- ▶ Multi vendor project with multiple developers and testers working concurrently.
- ▶ Limited documentation and knowledge base
- ▶ No continuous improvement in productivity.
- ▶ Inconsistent Quality

### AtoS solution

- ▶ AtoS is the prime contractor for Siebel support
- ▶ Strong mix of Siebel business, product, integration, migration, administration & project management experts
- ▶ Services delivered through onsite-offshore delivery model
- ▶ Year-on-Year Productivity improvement program

### Benefit

- ▶ Faster turnaround time to all customer request
- ▶ Productivity Improvement
- ▶ Siebel as single repository for all customer queries
- ▶ Defined, Managed and continuously improving Processes
- ▶ Siebel capabilities to integrate with various other systems
- ▶ Highly experienced Multi-dimensional workforce

## Siebel Implementation & Support(Jun'2012 - Till Date)



IDEA Cellular is one of the largest Telecom Operator in India, provides mobile services in over 22 circles within India. Having subscriber base of around 98,450,000 (approx 16.09% mobile connections) in India and revenue of US \$ 2.8 billion. Siebel has been implemented for managing the customers data along with their Billing, Tariffs, services details.

### Customer challenge

- ▶ Many Applications and Technologies
- ▶ CRM migration for 22 circles in India.
- ▶ Various Product catalog configuration for 22 different circles
- ▶ Support for Post-paid and pre-paid products.
- ▶ Support for various rollouts.

### AtoS solution

- ▶ AtoS is the prime contractor for Siebel support
- ▶ Siebel consultants are onsite for support.
- ▶ Strong mix of Siebel business, product, integration, migration, administration & project management experts
- ▶ Year-on-Year Productivity improvement program

### Benefit

- ▶ Continuous support for various product migrations.
- ▶ Productivity Improvement
- ▶ Defined, Managed and continuously improving Processes
- ▶ Siebel capabilities to integrate with various other systems
- ▶ Highly experienced Multi-dimensional workforce available 24x7 for all the roll outs, migration in different technologies including BSS & OSS

# Symrise Pace Support

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## Application Maintenance and Production Support / Sales



Symrise is Major Producer in Flavors & Fragrances. Production of perfume oils, fragrance bases, aroma chemicals and flavourings Having more than 5,403 employees globally

### Business Challenge

- ▶ Operations in multiple time zones across Europe, Asia Pacific, North and South America
- ▶ High level of service availability
- ▶ Involves interfacing multiple applications
- ▶ Continuous improvement in types of services and quality

### Solution

- ▶ 2 shifts, providing 16 \* 5 support
- ▶ Continuous Knowledge Management using Expert tool

### Benefit

- ▶ Successfully established Onsite/Offshore Delivery model with AO Germany
- ▶ Successfully handling communication with Symrise users
- ▶ Minimal SLA Violation since the project started
- ▶ Consistent performance across key KPI's
- ▶ Contract successfully renewed for another 4 years till Mar-16



# Britvic Siebel Services

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## Application Management and Production Support / eConsumer Goods



Britvic Soft Drinks is one of the two major soft drinks businesses in UK and Republic of Ireland. Britvic owns a number of leading brands in UK including Britvic itself, Tango, Robinson's, J<sub>2</sub>O, PEPSI, 7 UP, etc. Current operations comprise Britvic GB, Britvic Ireland, Britvic France and Britvic International, collectively sell over 1.9bn litres soft drink per year.

### Business Challenge

- ▶ Line 2 Production Support on multiple technologies along with Data Center & Server Management
- ▶ Communication with Britvic and their Customers

### Solution

- ▶ Built up a strong team to handle the issues across technologies like SAP, Siebel & BizTalk and Managed Services for maintaining the Data Centers for Britvic
- ▶ Monthly performance measurement (SLAs) and periodic service reviews
- ▶ Resources were trained under the UK Culture Program
- ▶ Standardized development processes build along with Customer

### Benefit

- ▶ Very minimal SLA violation since the project started
- ▶ Streamlined Development and Deployment Processes
- ▶ Application Management contract is extended for another 3 years and also awarded with a 5 years IT management contract by Britvic for the excellent Services provided.

## Siebel Application Maintenance & Support(Apr'2012 – Till Date)



**du Telecom** offers mobile and fixed telephony, broadband connectivity and IPTV services to individuals, homes and businesses. Also provides carrier services for businesses and satellite up/downlink services for TV broadcasters. They are currently using Siebel v8.1 SIA for their CRM System.

### Business Challenge

- ▶ Lack of demand predictability & volume of work for optimal use of resources causing revenue loss
- ▶ Multiple points of contact, hence requirement planning was a tough task and implementation of Change Management processes was a necessity
- ▶ Lack of a defined Estimation Model impacting delivery schedule and profitability

### Solution

- ▶ Change Management & Enhancements with best in class solutions
- ▶ Release & Environment Management
- ▶ Line 3 support for Production issues. with Services offered across the technologies – Siebel, BSCS, IN & Tibco
- ▶ CRM platform provides with the necessary information and intelligence at the right time and in the right place
- ▶ Customer & Address Mgmt, Trouble Ticket Mgmt
- ▶ Product Administration & Mgmt
- ▶ Campaign Mgmt
- ▶ Order Capture, Order decomposition & orchestration

### Benefit

- ▶ Skillful & Efficient resourcing has helped in quality of the services to end customer & business has gain control over the revenue
- ▶ Enterprise ability with streamlining in planning & standardization of processes improved synergy across multiple vendors
- ▶ Decrease in overall cost & Improved profitability
- ▶ Risk assessment & mitigation

# Wataniya Telecom, Algeria

## Siebel Implementation(Aug'2007 – May'2008)

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Wataniya Telecom's operation in Algeria, Nedjma. Launched in 2004 as the third operator in North African market. In fact, by the end of 2007, Nedjma's network coverage exceeded 87% of the Algerian population. They have implemented Siebel for their Call Center Module.

### Services Offered

- ▶ Implementation – Hardware & Software
- ▶ Business Analysis & Design
- ▶ Documentation – Technical Design & Test Plans
- ▶ Configuration using eScripting, Workflows & Business Services

### Solution

- ▶ Call Center Module
- ▶ Product Configuration
- ▶ Order Management
- ▶ Siebel Sales
- ▶ Integration with other systems.

### Customer Feedback

- ▶ Feedback: 'I appreciate the hard work and potential of Atos India colleagues'
  - Mustafa Zaouini, Head of CRM practice, AOSA

# Atos Healthcare, UK

Siebel Implementation & Support(Aug'2012 – Till Date)

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Atos Healthcare is one of the leading Occupational Health Service Provider in UK. It engage and employ medical professionals across disability assessment, and occupational health. Atos Healthcare carries out disability assessments on behalf of the Department for Work and Pensions (DWP). Siebel has been implemented across various areas to cater for a new benefit called as Personal Independence Payment.

## Services Offered

- ▶ Implementation
- ▶ Administrative Support
- ▶ Migration
- ▶ EAI, Configuration, eScripting, Workflows & Business Services
- ▶ Integration with other Third Party Systems

## Solution

- ▶ Customer (Citizen) Data Management
- ▶ Assessment Center Management
- ▶ Automated Appointment System
- ▶ Practitioner Audit Management
- ▶ Service Request and Complaints Management
- ▶ Expense and Payment System

## Achievements

- ▶ Consistent performance across all key KPI's

# Department for Work & Pension, UK Siebel Implementation & Support(Sep'2004 – Oct'2010)

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Received this contract through Atos Healthcare and one of its key activities, the responsibility for the administration of medical disability benefits provided to UK citizens. Handling booking and appointments for patients against practitioners availability

## Services Offered

- ▶ Implementation
- ▶ Installation of Development & Test Servers
- ▶ Configuration using eScripting, Workflows & Business Services
- ▶ Application Integration with JMS Queuing, Cisco Telephonic Systems and Legacy systems

## Solution

- ▶ Customer Management
- ▶ Management Information System
- ▶ Message Catalog Management & Medical Services Referral System
- ▶ Resource Planning & Appointment Scheduling
- ▶ Campaign Management & Predictive Dialer

## Achievements

- ▶ Consistent performance across all key KPIs
- ▶ Client Feedback: 'Thanks for your hard work to complete the development before time and delivering it with almost no defects' – Paul Thompson, Manager, Atos UK

# Royal Mail Group, UK

Siebel Application Support(Dec'2004 – Apr'2012)

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Royal Mail Group plc is a public limited company wholly owned by the Government, operates from various locations across UK. Royal Mail Group employ over 155,000 people in the UK, and their medical facilities are covered by Atos Healthcare.

## Services Offered

- ▶ Line 3 support for Production issues.
- ▶ Incident Management
- ▶ Change Management
- ▶ Upgrade of existing System
- ▶ Development of new Functionalities

## Solution

- ▶ Customer / Contact Management
- ▶ Referral Management
- ▶ Appointment setup
- ▶ Activity Management
- ▶ Integration with Legacy Systems

## Achievements

- ▶ Successful onsite visit of resources to understand the existing system and support it from AOI
- ▶ Client Feedback: 'I am very happy with the performance of the team to solve the problems very efficiently' -- Peter HOB DEN, Manager, AOUK

# Renault, France

## Siebel Implementation & Support(Dec'2005 – Till Date)



Renault S.A. is a French multinational vehicle manufacturer established in 1899. The company produces a range of cars and vans, and in the past, trucks, tractors, tanks, buses/coaches and autorail vehicles, having revenues exceeding €40.715 billion and having more than 130,573 employees globally. Siebel has been implemented across various areas like Call Center, Vehicle Management, Dealer Management.

### Business Challenge

- ▶ Streamlining of proliferated applications portfolio, harmonization of support services, and vendor consolidation from 70+ services providers; reduction of Renault management efforts
- ▶ Transformation of services organization with standardized ITIL best practices; organizational transformation support

### Solution

- ▶ Strong transition / transformation plan with 9 sub-projects, e.g. (1) organization, (2) processes / certification, (3) change and communication ...
- ▶ FO/BO structure/balance differentiated by service type; 3 models: Atos FO, Renault-Atos FO, Renault FO
- ▶ Global sourcing with fixed price for better spend control
- ▶ Service catalog based delivery for standard activities, transparency on performance / cost
- ▶ Adapted governance with control on strategic-, tactical-, operational aspects

### Benefit

- ▶ Best-in-class operational stability
- ▶ Onsite, Near shore and offshore delivery models
- ▶ Productivity gain >30%; 99% of MEPs without incident;
- ▶ 96.4% of milestones met; Less than 26 anomalies for 100KE work; Between 0 and 10 operational alerts at max; More than 75% of the contract realized in fixed price

# Proven Track Record

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## Successfully delivering Oracle Services

### Services



### Manufacturing & Retail



### Telecom, Media & Technology



### Healthcare & Transport



### Public Sector





# Write to :

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